



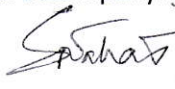
Date: 19 February 2019

COAST Trust

Subject: Complaints and Response Mechanism Policy, 2018

1. Anyone has the right to raise or submit complaint against COAST management, activities or its employees from any strata. The organization, COAST, is committed to accept, respond to and do the needful of those complaints. "COAST Complaints and Response Mechanism Policy" is a description of procedures on how the organization will respond to those complaints.
2. The complaints can be submitted through any channel; written, over telephone, email, verbally or by using complaint boxes that are setup at the field offices. Complaints can also be submitted to against any office head. Addresses of all Board of Trustee (BoT) members, Executive Director (ED) and employees are available in every office, should anyone wish to submit a complaint. BoT will only receive complaints against ED through email only.
3. A complaint should be responded and resolved within Seven (7) days or the complainant will let know the date of settlement otherwise. It, however, should not be taken more than 30 days.
4. Any complaint should not be left without responding and identity of the complainant should be kept anonymity.
5. According to this policy, complaints are the following- quality of COAST work and services, implementation pattern, behavior of staff, a breach of the COAST Trust policies, guidelines, manuals and code of conduct during implementation, organization's vision, system of holding accountable to the beneficiary and stakeholders, etc. Anyone can submit complaint to the COAST authority through any channel describing their dissatisfaction or anxiety on the mentioned issues.
6. **Complaint could include the following:**
 - 6.1 A violation of the COAST Trust policies, guidelines, manuals and code of conduct.
 - 6.2 A concern about the behavior of staff or the quality of the program implementation.
 - 6.3 Staff members involves in any cheating or abusing of power, corruption and misusing of financial or recourses of the organization for any personal gain.
 - 6.4 Any service implementation that has a direct impact to the people affected by crisis.
 - 6.5 Any activity that has a direct impact to the people affected by crisis or environment.
 - 6.6 Sexual harassment or provide any assistance in exchange of any sexual acts.
 - 6.7 Bribery.
7. The complaints procedures do not apply to COAST complaints mechanism if those complaints are subjected to current investigation by any legal authority of the state. Such issues will be dealt with under the relevant regulatory regime. And, any dispute related to contractual job will not be considered as complaint.
8. **Who can complain:** Individual program participants or a community with whom we work, people's organizations, local civil society, local government body, government, official, other development partners and any organizational staff.
9. Branch Manager will be the primary responsible for disposal complaint locally, Regional Team Leader is responsible for his region and Assistant Director- A&SR for central management. Complaints relating to Assistant Director- A&SR should be fallen with the Director and complaints relating to the Executive Director should be fallen with the Chairperson of BoT through email only.
10. **Sensitive and alarming complaints:** The complaints related to sexual harassment, exploitation or abuse and financial corruption would be dealt by the Assistant Director- A&SR accompanying with the Assistant Director-


Rezaul Karim Chowdhury
Executive Director
COAST Trust


Begum Shamsun Nahar
Chairperson-Board of Trustee
COAST Trust




Gender and Training. If it appears through the investigation is that the alleged employee did the mistake for not knowing properly the rule, procedure, practice or did it unintendedly, and if s/he is loyal to this organization and now feels regret and understood his/her mistakes, then the organization could take a corrective measure than punitive for him/her. The alleged could bring under certain conditions, e.g. providing him/her a warning letter, show cause notice, impose fine, undertaken receiving, etc. If the alleged employee, however, does the mistake again, s/he will not be considered for corrective measures this time.

11. COAST will set-up a complaint box in its all offices and responsible person will open it daily. S/he will initiate disposal complaints locally based on nature or will send to the Assistant Director-A&SR using an express service. Nobody is permitted to open the complaint letters but the Assistant Director-A&SR.
12. If it is proved any remissness of staff at any stage in dealing complaints, s/he will be brought under disciplinary action, even it could lead to dismissal.
13. The safety and confidentiality of the complaint messages and source will be maintained except if it is not required by the state law and order authority, and if it hampers the organizational harmony then we will refrain disclosing the source of the complaint after having the approval from the Executive Director.
14. If an employee complaints against any employee, s/he has to identify him/herself. If anyone remains anonymous and use fake email ID and address, the organization is not bound to respond to that complaint. If it is identified later on that the anonymous is an employee of this organization, s/he will be brought under disciplinary action.
15. If anyone outside the organization complains anonymous, the organization is not bound to respond to that complaint too.
16. If the complainant does not feel happy about the result of the disposal, then s/he/they can appeal directly to the Director or the Executive Director. If the complaint is about the Executive Director, then it will be fallen to the Chairperson of BoT.
17. **Complaints that do not fall within the scope of the organization could be referred to. However,**
 - 17.1 The organization could respond to a complaint by a beneficiary that does fall with other organization.
 - 17.2 The responsible person of COAST will record the complaint then inform the relevant organization about the complaint received. The person will also let the complainant know about the latest progress of the complaint s/he/they made.
 - 17.3 If the other organization, that we referred to the complaint, does not respond to accordingly, then we will come to a decision of not communicating again with the organization after obtaining an approval form the Executive Director in this regard. We will let the complainant know about our decision.
 - 17.4 There might be some issues or organizations or agencies, where COAST might encounter problems and face threat by referring complaints. In that case, we could stop referring complaint to those organization after taking approval from the Executive Director.
18. **Approved by The Trustee Board:** This policy has been approved unanimously in the 99th BoT meeting held on 22 March, 2019.
19. **Review of this policy:** This policy can be reviewed with the significant changes made in the national and international laws, policies, human rights declaration.


Rezaul Karim Chowdhury
Executive Director
COAST Trust

Rezaul Karim Chowdhury
Executive Director
COAST Trust


Begum Shamsun Nahar
Chairperson,
Board of Trustee
COAST Trust
Begum Shamsun Nahar
Chairperson-Board of Trustee
COAST Trust